



- Welcome
- How do we fit together?
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Welcome to Our Team!

When you become an employee of the Boulder Parks and Recreation department, you also become a member of our team. We all share in the results of each member's efforts and contributions.

- You make a difference.
- Your effort is reflected in the quality of the department.
- Your actions are how the department is evaluated.
- You help set the tone in your work area for your fellow employee.
- With every phone conversation and personal contact, you make a statement about the quality of services we offer.

Customer Service

What is a Customer?

- A customer is the most important person in this organization: in person, on the telephone, or by mail.
- A customer is not dependent on us - we are dependent on him/her.
- A customer is not an interruption of our work – he/she is the purpose of it.
- A customer does us a favor by giving us the opportunity to serve him/her.
- A customer is a person who comes to us with needs and wants – it is our job to fill them.
- A customer is not someone to match wits with – nobody ever won an argument with a customer.
- A customer deserves the most courteous attention we can give them.

Our Organization and Seasonal Employees

What drives our organization?

Our Mission:

City of Boulder:

Our mission is to create, enhance, and preserve a human, natural, physical, and economic environment which fosters our community's unique quality of life. We are committed to fulfilling our mission reflecting the spirit of Boulder.

Service Excellence

Personal Contribution and Growth

Integrity

Respect for Diversity

Innovation

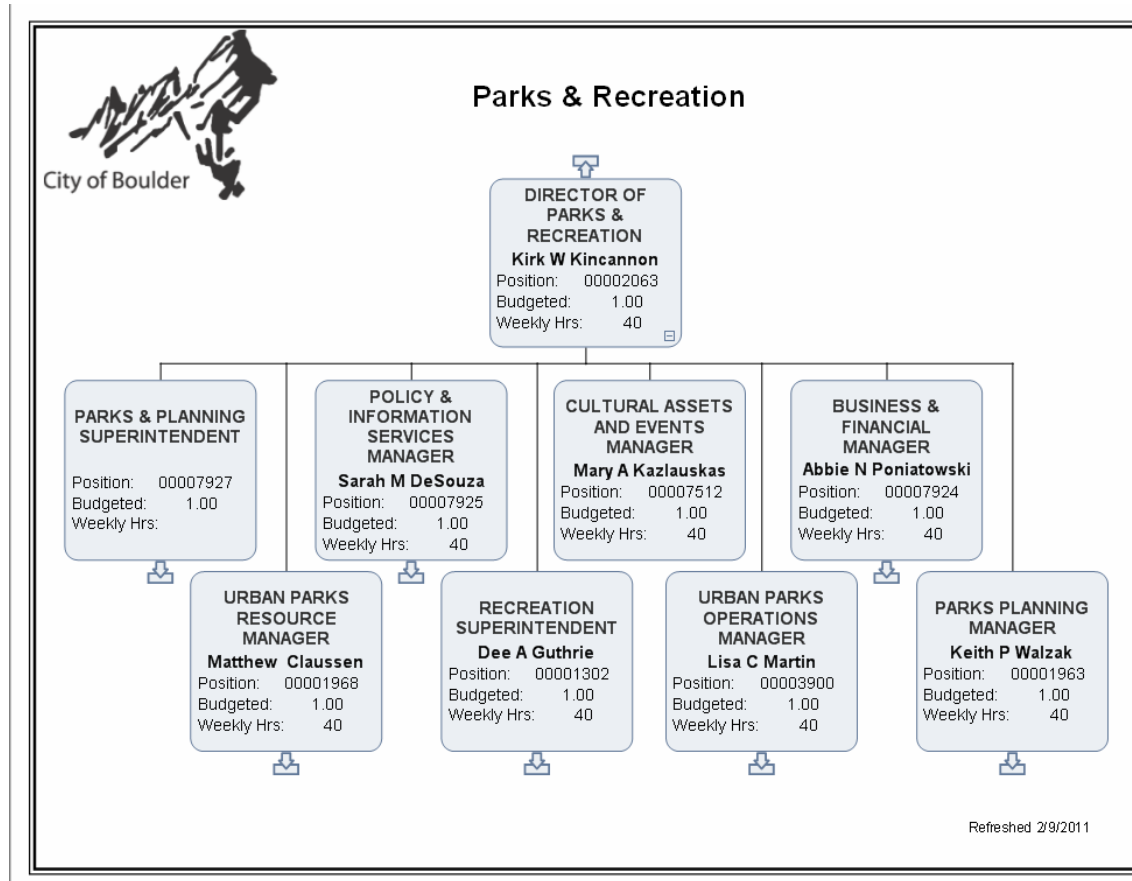
Teamwork

Department of Parks and Recreation:

The City of Boulder Parks and Recreation department exists to provide care for public lands and opportunities for personal growth. Through active and passive pursuits, we work with the citizens of Boulder to provide opportunities to renew, restore, refresh, and recreate, balancing often stressful life-styles. It is our overall intent to encourage participation of individuals and families to develop the highest possible level of physical and mental well being. It is our belief that well balanced, healthy people contribute to a productive healthy community.

Where do you fit in to our Organization?

Here is a high level view of the organizational structure of the Parks & Recreation department.



Payroll Information

- Payroll is turned in every 2 weeks and payday is every other Wednesday.
- Please refer to the **Payroll Calendar** on the external website for current information.
- Contact your supervisor to find out when your time cards or time sheets are due.
- Your paycheck will reflect the hours submitted by your supervisor.
- **If you have a problem with your paycheck** – please talk to your supervisor. If corrections need to be made to your pay, your supervisor will contact the payroll office.

Here is what's in it for you...

PERA

PERA (Colorado Public Employees' Retirement Association) provides retirement and other benefits to the employees of more than 380 government agencies and public entities in the state of Colorado.

Its membership includes employees of the Colorado state government, most teachers in the state, many university and college employees, judges, many employees of cities and towns, state troopers, and the employees of a number of other public entities.

PERA is a substitute for Social Security for most of these public employees. Benefits are pre-funded, which means while a member is working, he or she is required to contribute a fixed percentage of their salary to the retirement trust funds. This percentage is 8% for most members. The employer also contributes a percentage of pay to the trust fund. For most employers, this is approximately 13.7% of pay.

Additional information is available on PERA's website - www.copera.org. Also on the website is a brochure titled Terminating PERA-Covered Employment. Section 1 discusses the pros and cons of requesting a refund of your contribution to PERA when you terminate your employment with the city. If you have any questions, feel free to contact PERA directly at 303-832-9550, 1-800-759-PERA (7372).

Workers Compensation

If you are injured on the job, you are eligible for medical care. It is important that the following steps be taken.

Reporting Accidents or Injuries:

Reporting: All incidents, accidents, injuries, or unsafe conditions affecting employee(s) or the public must be reported **immediately** to the supervisor. Reporting an accident or injury to a co-worker or crew leader is not acceptable. Any employee aware of an accident or injury must report the incident to his/her supervisor. All accidents or injuries must be reported no later than the end of the shift in which it occurs. Under State Law, if an employee is involved in an accident, failure to promptly file a report will jeopardize compensation and medical benefits.

Employee's Responsibility: The employee is responsible for the following: reporting the injury/ accident as soon as practical but no later than the next work day after the accident/ injury/ illness occurs. The information should be provided on the city of Boulder Injury/ Illness Reporting Form, which can be obtained from the employee's supervisor.

Direct Deposit

The City of Boulder encourages all seasonal employees to sign up for electronic deposit of payroll funds. Seasonal employees hired for more than 90 days are required to submit a completed Direct Deposit form.

Direct deposit provides numerous benefits such as less chance of lost checks, reduced potential for theft and forgery, and funds are deposited into the employee's accounts on payday.

Facility Use Pass

The pass is available for seasonal and temporary employees. Employees must work one scheduled shift a week to be eligible for this benefit. Employees who are hired as substitutes are also eligible for the facility use pass. Substitutes are scheduled on an as needed basis. Supervisors will be responsible for monitoring substitutes' work schedule for eligibility requirements.

The following is required in order to receive the employee use pass:

- The employee must present an authorization form signed by their direct supervisor.
- The cost of the pass is \$5.00 every four months.
- There is a \$5.00 replacement fee for a lost pass.
- All cards must be turned in at termination of employment.
- The pass will expire 4 months from the employee's eligibility date.
- Check in is required at all facilities. Please present your ID when you arrive at the facility.
- Employees can go to any recreation facility to have their pass made.
- One towel use per visit is included with your pass. We recommend that you provide your own lock.

Employee may use the racquetball court(s) during non prime time hours only.

The pass is good for North, South, and East Recreation Centers, as well as Scott Carpenter and Spruce pools, and the Boulder Reservoir. The pass is only valid for daily admission benefits.

Things to remember when you leave:

When you terminate your employment with the City of Boulder, please make sure you remember to do the following:

- Return all keys and passes to your supervisor.
- Send a Change of Address/ Name/ Phone form and an updated PERA form to the Iris Center to notify the city and PERA of a change of address. Both of these forms are included in your handbook.

If you are requesting a PERA refund, the following steps must be taken. **Keep in mind that PERA advises the refund process can take up to 90 days.**

Steps for PERA Refund

1. PAF (Personnel Action Form) 06 sent by supervisor to Seasonal Hiring Coordinator after employee's last day of work.
2. After last pay check has been received, employee is deactivated from the payroll system.
3. Employee completes his/her portion of PERA Refund Form (filled out, signed and notarized) then brings to:

**Payroll/ Human Resources
1101 Arapahoe (1st Floor)
Boulder, CO 80302**

This form is located at the back of the Terminating PERA – Covered Employment brochure.

4. Payroll will complete the form and send it to PERA.